

Clerical and Office Branch
General Clerical Group
Customer Relations Series

CUSTOMER RELATIONS REPRESENTATIVE

01/00 (NEB)

Summary

Under general supervision, act as a responsible department liaison to individual or business customers in various situations within the bounds of acceptable practices, or lead an assigned clerical team engaged in standard customer relations activities.

Typical Duties

Direct or provide customer services to investigate and deal with referred or other cases that include technically or administratively intricate information requests, service complaints, operational emergencies, liability claims or accounting discrepancies. Involves: calming hostile or distraught persons and conversing with customers and functionally accountable personnel to arrange for and advise on resolution of questions or allegations pertaining to account, application, permit or license status, billings, inspection or other requested service quality or results, employee conduct, equipment malfunctions, property damage, or department policies and methods; auditing diverse customer, financial or activity records or data bases, conducting in person or telephone interviews or corresponding with concerned parties or witnesses regarding particulars and backgrounds of difficult or unusual issues or incidents to detect patterns or trends such as of information inaccuracies or internal inefficiencies that could adversely impact multiple customers or the general public, or could necessitate significant effort by functional units to rectify; analyzing findings, identifying applicable precedents or standard practices and evaluating alternative outcomes to determine most suitable approach to problems not having a readily apparent or clerical solution; referring matters that require interpretation of or guidance on deviation from department policies to supervisor. overseeing, approving or personally preparing, recording, and issuing documents such as permits or licenses, refund checks, new or revised bills for fees, taxes or court charges, time payment schedules, account coding and adjustment forms, collection notices, credit extensions, or work orders to install, start, change or stop water or sewer utilities within authorized limits; participating in review, development and implementation of department rules, regulations and procedures to correct or improve customer service efficiency and effectiveness.

Supervise a small group of assigned clerical personnel. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants and recommending selection.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting within authorized limits for supervisor, subordinates or coworkers as qualified by carrying out specific functions to maintain continuity of ordinary services, if delegated; providing designated support to projects or activities overseen by higher graded personnel as instructed; explaining and demonstrating work to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments related to functions of other positions for training purposes under close supervision; logging activities, and preparing recurring or special activity or status reports.

Minimum Qualifications

Training and Experience: Graduation from High School or GED equivalent, plus three (3) years customer contact experience which includes one (1) year working with computerized records and complex account coding, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: departmental billing and request processing, and general office procedures; business English and spelling. Good knowledge of: in person and telephone business etiquette; commercial applications of elementary algebra concepts; electronic data base access, search, edit, retrieval and security; accounting clerical practices and related coding.

Ability to: solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. interpret a variety of instructions furnished in written, oral, diagram, or schedule form; read and interpret account records, bills, work orders, applications, permits, licenses, inspection reports, activity records, procedure manuals or similar documents; write routine reports and correspondence; calculate figures and amounts such as complex discounts, interest, proportions, percentages or billing items; express oneself clearly and concisely both orally to explain findings and actions, and in writing of complex case reports, related customer records and business correspondence that include facts and ideas with which others may not be generally familiar; establish and maintain effective working relationships with fellow employees, the general public, and customers, including those who may be hostile, by exercising tact and discretion, and responding promptly when engaged in business dealings where differences of opinion exist.

Skill in safe operation and care of: personal computer or network workstation, including keyboarding, and advanced applications of generic business productivity, such as spreadsheet and word processing, or specialized customer accounting software; common office equipment.

Director of Personnel

Department Head

OFFICIAL